

# ISSUE: "Save Conflict. Your changes conflict with those made concurrently by another user. If you want your changes to be applied, click Back in your Web browser, refresh the page, and resubmit your changes. 409 Conflict" (Office 365 restore)

**Article ID:** 8073

**Reviewed:** 14/04/2020

## Product Version:

AhsayCBS /AhsayOBM / AhsayACB: 8.1.0.0 or above

OS: All Platforms

## Problem Description

When performing an Office 365 restore of items to OneDrive and or SharePoint, the following error message is received in the restore report:

No.	Type	Timestamp	Log
*	...	...	...
*	erro	YYYY/MM/DD hh:mm:ss	Fail to restore "Office 365/Site Collections/D901_incorp-my.sharepoint.com%2fpersonal%2fshortcut_incorp_biz/D101_Lists and Libraries/master_inventory.xls", Reason = "Save Conflict. Your changes conflict with those made concurrently by another user. If you want your changes to be applied, click Back in your Web browser, refresh the page, and resubmit your changes. 409 Conflict"
*	...	...	...

## Cause

This error message is returned by Office 365, it indicates the affected OneDrive / SharePoint item(s) are been edited online.

## Resolution

1. Contact the Office 365 user to stop online editing of the affected items.  
or
2. Try to do the restore of the affected items again or at a later time.

## Keywords

office 365, OneDrive, SharePoint, save conflict, 409 conflict

From:  
<https://wiki.ahsay.com/> - **Ahsay Wiki**

Permanent link:  
[https://wiki.ahsay.com/doku.php?id=public:8073\\_your\\_changes\\_conflict\\_with\\_those\\_made\\_concurrently\\_by\\_another\\_user&rev=1586851482](https://wiki.ahsay.com/doku.php?id=public:8073_your_changes_conflict_with_those_made_concurrently_by_another_user&rev=1586851482) 

Last update: **2020/04/14 16:04**